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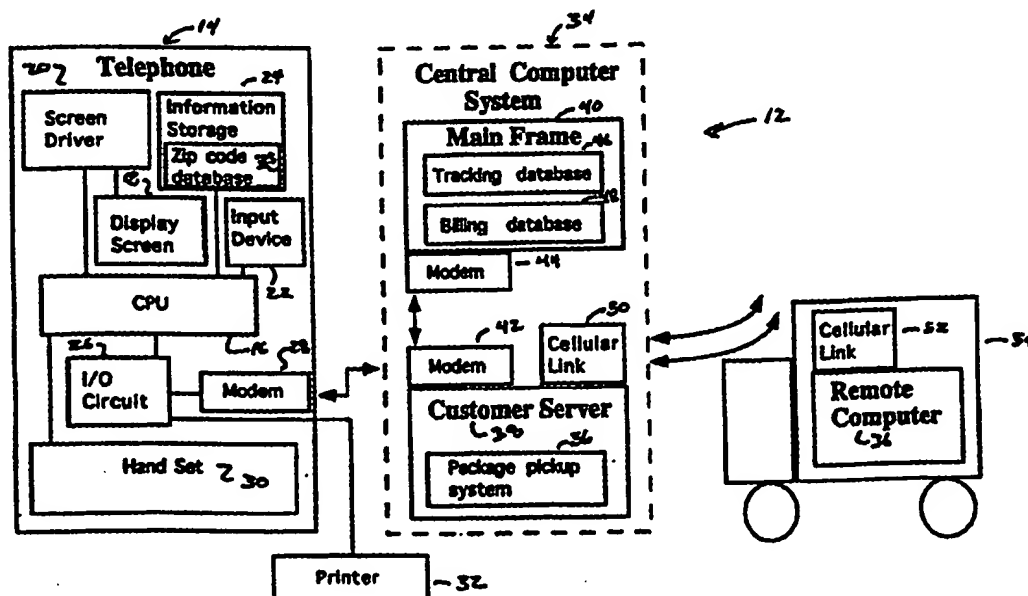
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(54) Title: **METHOD AND SYSTEM FOR PREPARING AN ELECTRONIC RECORD FOR SHIPPING A PARCEL**



(57) Abstract

The present invention provides a system and method for preparing an electronic shipping record of a parcel. The system utilizes an intelligent telephone to display a parcel shipping procedure as a menu of choices for selection, to store delivery information received via the parcel shipping procedure as a shipping record of a parcel, and to transmit the shipping record to update a parcel database.

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**"METHOD AND SYSTEM FOR PREPARING AN ELECTRONIC
RECORD FOR SHIPPING A PARCEL"**

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Technical Field

The present invention relates generally to the shipping of parcels, and more particularly to an improved system for, and method of, preparing an electronic record for shipping a parcel.

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Background of the Invention

Parcel delivery companies, such as UNITED PARCEL SERVICE, maintain computerized shipping records for the purposes of tracking parcels. Traditionally, a shipping customer obtains tracking information by calling a customer service representative, who accesses his or her company's computer system and relays the requested information to the customer. Package shipping records are manually keyed into a company's computer system from parcel shipping forms, which are completed by customers. Thus, to provide an interface between parcel delivery companies and customers, this method of shipping and tracking parcels requires the use of key entry operators and customer service representatives. Consequently, the method is both labor intensive and costly. Moreover, the method can be frustrating for customers when no customer service representative is immediately available to provide needed information.

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More recently, parcel delivery companies have developed for large customers tracking software that operates in a personal computer environment. The tracking software permits customers to directly access a delivery company's computer system and obtain needed information. Thus, customers with a personal computer and the tracking software no longer need to interact with a customer service representative every time information is required. Accordingly, the tracking software permits delivery companies to operate more efficiently because fewer customer service representatives are needed.

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Parcel delivery companies have similarly developed shipping software for customers. The shipping software allows customers to enter their shipping records into personal computers, from where the records are uploaded to the delivery company's computer system. Accordingly, the shipping records no longer need to be manually keyed into the delivery company's computer system. Further, the shipping software prints machine readable parcel labels that allow the parcels to be machine sorted, which is both more efficient and more accurate. Thus, the shipping software, along with the tracking software, permits parcel delivery companies to provide shipping customers with improved, more efficient service.

Typically, however, only large volume shipping customers can take advantage of such shipping and tracking software. This is because small volume shipping customers, which are mostly small businesses, may lack the required personal computer system, the desire to allocate resources to purchase such a system, and/or the expertise to operate the software. Accordingly, small volume shipping customers must rely on the traditional method of shipping and tracking parcels. As a consequence, parcel delivery companies must provide key entry operators and customer service representatives as an interface with small volume shipping customers.

Therefore, a need exists in the art for a system for, and method of, providing small volume shipping customers with direct access to a parcel delivery company's computer system. The method and system should be affordable and intuitive.

Summary of the Invention

The present invention seeks to provide an improved system for, and method of, preparing an electronic shipping record of a parcel, which uses an intelligent telephone for preparing an electronic shipping record of a parcel, prints machine readable parcel labels, validates zip code information of a parcel, generates an identification number of a parcel, displays a recipient shipping list as part of a parcel shipping procedure, accesses a tracking database and a billing database, and transmits information to a central computer to indicate a parcel is ready for shipment.

In accordance with the invention, these objects are accomplished by providing a method and system for preparing an electronic shipping record of a parcel. The system utilizes an intelligent telephone to display a parcel shipping procedure as a menu of choices for selection, to store delivery information received via the parcel shipping procedure as a shipping

record of a parcel, and to transmit the shipping record to update a parcel database.

Generally described, the present invention provides an intelligent telephone for preparing an electronic shipping record of a parcel. The intelligent telephone includes a processor connected to an input device for receiving information, a data transfer device for receiving and transmitting information, an information storage device, and a screen device for displaying information. The processor is configured to store a parcel shipping procedure and to display the parcel shipping procedure on the screen device as a menu of choices for selection.

The processor receives delivery information relating to a parcel via the parcel shipping procedure. The delivery information is stored as a shipping record of the parcel. Preferably, the delivery information includes a recipient, a delivery address, a shipping date, and an identification number.

In a preferred embodiment, the data transfer device is selectively operable to receive a parcel shipping procedure from a central computer of a parcel delivery company and to transmit shipping records to the central computer. The central computer is equipped with a modem to receive the shipping records and to transmit updates of the parcel shipping procedure to the intelligent telephone.

The present invention might typically be used as follows. A parcel shipping procedure is downloaded from a central computer of a parcel deliver company to the office of a shipping customer. The parcel shipping procedure is received by an intelligent telephone and stored to the telephone's memory device.

To prepare a parcel shipping record, a customer enters a selection for shipping services from a menu displayed on the screen device of the intelligent telephone. In the preferred embodiment, non-selectable features of the parcel shipping procedure are disabled and displayed in a dimmed style to indicate the same. Also, context-based help is displayed upon request.

The customer selects a recipient, a service level, and additional services wanted for a parcel, each of which is displayed on the screen as a menu of choices for selection. These selections comprise delivery information for the parcel and are stored as a shipping record of the parcel.

Upon completion of the shipping record, a label is printed for affixation to the parcel. Preferably, the label is printed from a bit map so that an inexpensive printer can be used and is machine readable so that the parcel can be sorted by machine. After printing is finished, the shipping record

is transmitted to the central computer to indicate that the parcel is ready for shipment and to update a tracking database. Additionally, a billing record associated with shipping the parcel is determined from the shipping record to update a billing database.

5 Using the intelligent telephone, a shipping customer can access the tracking database and track a parcel by identification number, by date of shipment, and by the recipient. Similarly, a shipping customer can access the billing database to track shipping expenses.

10 Other objects, features and advantages of the present invention will become apparent upon examining the following description of preferred embodiments of the invention, when taken in conjunction with the drawings and the appended claims.

Brief Description of the Drawings

15 Fig. 1 is a block diagram of a system for preparing an electronic shipping record of a parcel in accordance with the preferred embodiment of the present invention.

20 Fig. 2 is a diagrammatic view showing the information transmitted between the components of the system of Fig. 1 in accordance with the preferred embodiment of the present invention.

Fig. 3 is a state diagram showing the states for displaying a shipping menu and a tracking menu in accordance with the preferred embodiment of the present invention.

25 Figs. 4A-4F are a sequence of screen displays from the user's perspective showing the process of entering a shipping menu and a tracking menu in accordance with the preferred embodiment of the present invention.

30 Figs. 5A-5B are logical flow diagrams showing the sequence of steps for preparing a shipping record of a parcel with the intelligent telephone of the present invention.

Figs. 6A-6Q are a sequence of screen displays from the user's perspective showing the process of preparing a shipping record of a parcel with the intelligent telephone of the present invention in accordance with the preferred embodiment.

35 Fig. 7A-7C are machine readable labels printed during the process of preparing a shipping record in accordance with the preferred embodiment of the present invention.

Fig. 8 is a logical flow diagram showing the sequence of steps for tracking a parcel with the intelligent telephone of the present invention in accordance with the preferred embodiment.

5 Figs. 9A-9F are a sequence of screen displays from the user's perspective showing the process of tracking a parcel with the intelligent telephone of the present invention in accordance with the preferred embodiment.

Fig. 10 is a logical flow diagram showing the sequence of steps for updating a recipient shipping list stored in the intelligent telephone of the present invention in accordance with the preferred embodiment.

10 Figs. 11A-11C are a sequence of screen displays from the user's perspective showing the process of updating a recipient shipping list stored in the intelligent telephone of the present invention in accordance with the preferred embodiment.

15 Detailed Description

Referring to the drawings, in which like numerals refer to like parts throughout the several views, Fig. 1 shows the components of a system 12 for preparing an electronic shipping record of a parcel. As used herein, the term "parcel" means any item handled by delivery services, such as
20 packages, letters, containers, or unpackaged items.

The system 12 includes an intelligent telephone 14, of the type known as a smart phone. The smart phone 14 includes a processor or CPU 16 that is typically implemented as a microprocessor. The processor 16 is operative to control various devices within the smart phone 14 to retrieve,
25 process, store, and display data. A preferred smart phone 14 for use in connection with the present invention is model P100A manufactured by Philips, Burlington, MA.

A display screen 18 is connected to the processor 16 via a screen driver circuit 20, which operates the input and display functions of the display screen. In the preferred embodiment, the display screen 18 uses an
30 LCD display. However, as will be understood by those skilled in the art, other types of displays, such as a CRT display, may be used in conjunction with the present invention.

The processor 16 is connected to an input device 22. In the preferred embodiment, the input device 22 includes a set of programmable
35 keys, an alphabet keyboard, and a numeric keypad. The functions of the programmable keys are predefined, but may be varied depending on the mode of operation of the smart phone 14. The current functions of the programmable

keys are displayed along a portion of the display screen 18. Accordingly, only a limited number of programmable keys, taking up limited space, need be provided with the smart phone 14.

Alternatively, the input device 22 may be associated with a display device to form a touch-sensitive data entry and display screen. Such a display screen is capable of interpreting handwriting and of defining button or key areas. For example, the screen may display a typewriter keyboard, a numeric keypad, or controls that cause certain operations to occur. For a touch-sensitive data entry and display screen, a stylus (not shown) is used in cooperation with the display screen for data entry. This is done by engaging a tip of the stylus against the display screen and touching controls defined by the screen or writing on the screen.

Additionally, it will be understood by those skilled in the art that data may be entered by other means, including audibly. Furthermore, textual instructions and statements presented to the user on the display screen 18 may be audibly announced using voice wave files and a voice chip built into the smart phone 14.

The processor 16 is also connected to an information storage device 24, which may be RAM (protected by a battery back up), a removable memory card, or other memory capable for use with a smart phone. In the preferred embodiment, the information storage device 24 is a 128 K Flash RAM device capable of storing system parameters, phone numbers, addresses, and a shipping procedure for preparing a shipping record of a parcel and for tracking the parcel. Additionally, the information storage device 24 includes a zip code database 25 for validating zip codes of parcels prepared for shipment in accordance with the preferred embodiment of the present invention.

An input/output (I/O) circuit 26 is connected to the processor 16 and controls communications between the smart phone 14 and other devices through a data transfer device. The preferred data transfer device is a modem 28, which can access a computer network via normal and cellular telephone lines. The modem 28 is a known device for communication between devices that are remote to one another and will not be further described herein.

The input/output (I/O) circuit 26 is also connected to a printer 32. A preferred printer 32 for use in connection with the present invention is model SII manufactured by Seiko Instruments, which is a low cost bit map label printer.

The smart phone 14 further includes an integrated handset 30 and associated features for normal telephone operation. Use of the

smart phone 14 for preparing a parcel shipping record is preferred because it provides a unique combination of a familiar telephone supplemented with a display screen. Accordingly, the smart phone 14 is non-threatening to computer novices, who may be intimidated by a personal computer system or a computer terminal.

The smart phone 14 is also preferred because it includes an integrated modem, input device, and data transfer device necessary for accessing a computer system of a parcel delivery company. Moreover, the smart phone 14 is relatively inexpensive and can be installed by connection to a normal telephone line.

In the preferred embodiment, the system 12 includes a central computer system 34 and a remote computer 36 of a parcel delivery company. The central computer system 34 includes a customer server 38, which provides an interface with the smart phone 14, and a main frame 40. The customer server 38 and the main frame 40 are connected to one another via normal or cellular telephone lines using a modem 42 of the customer server and a modem 44 of the main frame.

The central computer system 34 communicates with the smart phone 14 via normal or cellular telephone lines using the modem 42 of the customer server 38 and the modem 28 of the smart phone. Shipping records generated with the smart phone 14 are uploaded to the customer server 38 and relayed to the main frame 40 for updating a tracking database 46 and a billing database 48.

The tracking database 46 stores a plurality of shipping records of parcels and the status of the parcels. The billing database 48 stores billing records associated with shipping the parcels. The billing records are determined from the shipping records.

The remote computer 36 maybe mounted in a parcel car 54 to notify a driver that a parcel is ready for shipment. When a shipping record is received from the smart phone 14, the customer server 38 sets a flag in a parcel pickup system 56 to indicate that a parcel is ready for shipment. The parcel pickup system 56 relays that information to the remote computer via cellular telephone lines using a cellular link 50 of the customer server 38 and a cellular link 52 of the remote computer.

An overview of the information transmitted between the components of the system 12 for preparing an electronic shipping record of a parcel is shown by Fig. 2. A parcel shipping procedure is stored in the customer server 38 and downloaded to the smart phone 14 when the phone is

first installed and when the procedure has been modified since the last downloading operation. Such downloading is automatic and takes place behind the scenes without intervention on the part of a customer using the smart phone 14.

5 The parcel shipping procedure is received by the smart phone 14 and stored to the information storage device 24. Using the parcel shipping procedure, a customer prepares a parcel shipping record by entering selections from a series of menus displayed on the screen 18. In the preferred embodiment, non-selectable features of the parcel shipping procedure are disabled and displayed in a dimmed style to indicate the same. Also, context
10 based help is displayed upon request.

 The customer selects a recipient, a service level, and additional services wanted for a parcel, each of which is displayed on the screen as a menu of choices for selection. These selections comprise delivery
15 information for the parcel and are stored as part of a shipping record of the parcel.

 Upon completion of the shipping record, the delivery information is relayed to the printer 32 in bit map form for printing of a label for affixation to the parcel. Preferably, the label is machine readable so that the
20 parcel is machine sortable.

 After printing is finished, the shipping record is transmitted to the customer server 38 of the central computer system 34. The customer server 38 relays the shipping record to the main frame 40 to update the tracking database 46 and the billing database 48. Additionally, the customer server 38
25 sets a flag in the parcel pickup system 56, which relays to the remote computer 36 that the parcel is ready for shipment. In this way, a driver is automatically notified of parcels that need to be shipped.

 Using the smart phone 14, a customer can access the tracking database 46 and the billing database 48 to obtain wanted information.
30 Requests for such information are uploaded to the customer server 38 and relayed to the main frame 40. The wanted information is then downloaded to the customer server 38 and relayed to the smart phone 14.

 The method of the present invention for preparing an electronic record for shipping a parcel will now be described. Fig. 3 is a state
35 diagram showing the states for displaying a shipping and a tracking menu, and for configuring recipient and shipper information in accordance with the preferred embodiment of the present invention. Screen displays of the user process are shown by Figs. 4A-4F.

When the smart phone 14 is activated, the process displays a main menu screen at state 100 from which a customer may select the parcel service menu. In the preferred embodiment, the parcel service is "UNITED PARCEL SERVICE," the assignee herein. The main menu is
5 shown by the screen display of Fig. 4A.

As shown by Fig. 4A, selections 93 of the main menu, and of other menus, are displayed in the center of the display screen 18. A selection is made from a menu by choosing on the numerical keypad the number associated with the selection. As further shown by Fig. 4A, functions of the
10 programmable keys 95 for the main menu screen, and for other screens, are displayed along a bottom portion of the display screen 18. A function is selected from a screen display by choosing the programmable key associated with that function.

To prepare a parcel for shipment or to track a parcel, the
15 customer selects parcel service from the main menu. Upon the parcel service selection, the parcel service branch of state 100 leads to state 102 where a parcel service menu is displayed. The parcel service menu is shown by the screen display of Fig. 4B.

As shown by Fig. 4B, the customer may select shipping
20 services, tracking services, recipient list setup, or shipper setup from the parcel service menu. The customer may also choose "exit" in which case the exit branch of state 102 returns to state 100 where the main menu is displayed. In all other cases, the exit branch of a state returns to state 102, where the parcel service menu is displayed. Additionally, the customer may choose help at any
25 time to receive information relevant to the current screen.

To prepare a parcel for shipment, the customer selects shipping from the parcel service menu. In response to a shipping selection, the shipping branch of state 102 leads to state 104 where a shipping menu is displayed. The shipping menu is shown by the screen display of Fig. 4C.
30 From the shipping menu, as shown by Fig. 4C, the customer may select to prepare a parcel for shipment, to review a parcel prepared for shipment, to void a parcel prepared for shipment, or to start end of day processing.

To track a parcel, the customer selects tracking from the parcel service menu. In response to a tracking selection, the tracking branch of
35 state 102 leads to state 106 where a tracking menu is displayed. The tracking menu is shown by the screen display of Fig. 4D. From the tracking menu, as shown by Fig. 4D, the customer may select to track a parcel by number, by date, or by recipient.

To add, delete or modify information associated with a recipient, the customer selects recipient list setup from the parcel service menu. In response to a recipient selection, the recipient branch of state 102 leads to state 108 where the recipient list is displayed as a menu of choices
5 for selection. The recipient list menu is shown by the screen display of Fig. 4E. From the recipient list, the customer may select to review a recipient. A customer may also, as is described below in more detail, search and sort the recipient list. By choosing the go back function, the customer may further, as in all cases, return to the previous screen.

10 To configure the shipper settings of the smart phone 14, the customer selects shipper setup from the parcel service menu. In response to a shipper setup selection, the shipper branch of state 102 leads to state 110 where a screen is displayed for entering information about the customer. In the preferred embodiment, the shipper information is included as part of a parcel
15 shipping record so that the parcel can be associated with, and billed to the customer. The shipper entry screen is shown by the screen display of Fig. 4F. From the shipper entry screen, as shown by Fig. 4F, the customer may choose to clear or modify the current information. When the customer has completed any necessary modifications, the process stores the updated shipper setup to the
20 information storage device 24. From state 110, the customer may exit to the parcel service menu.

Figs. 5A-5B are logical flow diagrams showing the procedure for preparing a parcel shipping record in accordance with the preferred embodiment of the present invention. Screen displays of the user
25 process are shown by Figs. 6A-6Q.

From the shipping menu at state 104, as previously discussed in connection with Fig. 4C, the customer may select to prepare a parcel for shipment, to review a parcel prepared for shipment, to void a parcel prepared for shipment, or to start end of day processing. If the customer selects
30 to prepare a parcel for shipment, the parcel preparation branch of state 106 leads to state 120 where a list of recipients is displayed as a menu of choices for selection. In the preferred embodiment, the recipient list is initially displayed alphabetically, but may be manipulated by the customer. The recipient list menu is shown by the screen display of Fig. 6A.

35 If the recipient to whom the parcel is to be shipped is not included in the list, the customer may add that recipient to the list by selecting the new recipient function. If the recipient is included in the list, but cannot be

easily found, the customer may sort the recipient list by company name or search the list by keyword.

To add a new recipient to the list, the customer selects the new recipient function. Upon receipt of that selection, the new recipient branch of state 120 leads to state 122 where a screen is displayed for entering information for a new recipient. The recipient entry screen is shown by the screen display of Fig. 6B. The customer enters information for the new recipient and then selects the "OK" function. Upon receipt of that function, the OK branch of state 122 leads to step decisional 124 where the zip code is validated.

The zip code is validated by comparing it with the zip code database 25 to determine if the zip code is proper for the state that was entered therewith. If the zip code is invalid, the NO branch of decisional step 124 returns to state 122 where the customer may modify the zip code and repeat the validation process. If the zip code is valid, the YES branch of decisional step 124 proceeds to step 126 where the delivery information of the new recipient is stored to the information storage device 24. Step 126 returns to state 120 where the recipient list menu is displayed and the customer may select the new recipient.

To find a recipient included in the recipient list, the customer may sort the list by company name or search the list by keyword. Choosing the options function from the recipient list menu shown in Fig. 6A displays the screen of Fig. 6C for sorting and searching the recipient list.

To sort the recipient list by company name, the customer chooses the sort selection at state 120. The sort branch of state 120 leads to step 130 where the list is sorted. Proceeding to step 132, the recipient list is displayed in that sorted order. Step 132 returns to state 120 so that the customer can select a recipient from the sorted list.

To search the recipient list by keyword, the customer chooses the search selection at state 120. The search branch of state 120 leads to step 140 where a keyword is received from the customer. Next, at step 142, the recipient list is searched for the keyword. Proceeding to step 144, the recipients fitting the search criteria are displayed as the recipient list. Step 144 returns to state 120 so that the customer can select the recipient from the list generated by the search.

From the recipient list, whether the list is in the default alphabetical order, a sorted-by-company order, or comprises the results of a search, the customer selects the recipient to whom the parcel is to be shipped at

state 120. Upon receipt of a selection, the process proceeds to state 150 where the different levels of shipping service are displayed as a menu of choices for selection. The service level menu is shown by the screen display of Fig. 6D. From the service level menu, the customer selects the desired level of service by choosing the number associated with that level of service. Thus, of
5 example, the customer selects "NEXT DAY AIR" service by choosing the number one (1) from the service level menu.

Upon receipt of a service level, the process proceeds to state 152 where a screen for entering the weight of the parcel is displayed. The
10 weight entry screen is shown by the screen display of Fig. 6E. The customer enters the weight of the parcel and then selects the OK function. After receipt of that function, the process proceeds to state 154 where additional services are displayed as a menu of choices for selection. The additional services menu is shown by the screen display of Fig. 6F. From the additional services menu,
15 the customer selects the additional services desired and then selects the OK function.

Upon receipt of that function, the process proceeds to state 156 where a confirmation screen is displayed showing the information selected for the parcel. The confirmation screen is shown by the screen display of Fig.
20 6G. From the confirmation screen, the customer may choose to change the entered information or, if it is correct, to proceed with printing a label for the parcel.

To change the information, the customer selects the change function from the confirmation screen. The change branch of state 156 leads to
25 state 158 where the categories of recipient information, level of service, package weight, and additional services are displayed as a menu of choices for selection. The change menu is shown by the screen display of Fig. 6H. From the change menu, the customer selects the category of information that is to be changed.

Upon such a selection, the process returns to the appropriate
30 state the selected category. Thus, selection of recipient information causes the process to return to the recipient list menu at state 120, from where another recipient may be selected. Selection of the level a service category causes the process to return to the level of service menu at state 150, from where a new level of service may be selected. Selection of the parcel weight category causes
35 the process to return to the weight entry screen at state 152, from where a different weight may be entered. Selection of the additional services category causes the process to return to the additional services menu at state 154, from where new or different additional services may be selected.

When the customer is satisfied with the parcel information, he or she proceeds with the parcel preparation process by selecting the print label function from the parcel confirmation screen of state 156. The print branch of state 156 leads to step 160 where an identification number is generated. In the preferred embodiment, the identification number is a unique number that can be used to track the parcel.

Next, at step 162, a bit map is generated for printing a shipping label. The step of generating a bit map allows an inexpensive printer to be used in accordance with the preferred embodiment of the present invention. Step 162 leads to step 164 where a label is printed from the bit map.

The label, as shown by Figs. 7A-7B, comprises two parts. The first part, shown by Fig. 7A, prominently displays the recipients address in alphanumeric and machine readable format. The second part, shown by Fig. 7B, prominently displays the tracking number in alphanumeric and machine readable format. Accordingly, the parcel will be machine sortable in accordance with the preferred embodiment of the present invention.

Proceeding to state 166, a shipping record of the parcel is stored to the information storage device 24. In the preferred embodiment, the parcel shipping record includes the recipient information, the level of service information, the weight information, and the additional services that were selected by the customer. Additionally the preferred parcel shipping record includes the tracking number and customer's shipper information, which is discussed below in more detail.

Proceeding to state 168, the tracking number is displayed and the customer queried whether he or she wants to prepare another parcel for shipment. The screen display for querying the customer is shown by Fig. 6I. If the customer chooses to prepare another parcel for shipment, the YES branch of state 168 returns to state 120 where the recipient list is displayed. If the customer chooses not to prepare another parcel for shipment, the NO branch of state 168 returns to the shipping menu of state 104 where other shipping operations may be selected.

From the shipping menu at state 104, the customer may further choose to review the parcels of the day, to void a parcel, or to begin End of Day processing. If the customer chooses to review a parcel from the shipping menu, the review branch of state 104 leads to state 170 where a list of the day's parcels is displayed as a menu of choices for selection. The parcel review menu is shown by the screen display of Fig. 6J. To review a parcel, the customer selects that parcel by choosing the number associated with the parcel.

Upon receipt of a selection, the selection branch of state 170 leads to state 172 where the confirmation screen is displayed showing the information selected for the parcel. The parcel confirmation screen for reviewing a parcel is shown by Fig. 6K.

5 State 172 leads to step 174 where the customer is queried whether he or she wants to review another parcel. The screen display for step 174 is shown by Fig. 6L. If the customer chooses to review another parcel, the YES branch of step 174 returns to state 170 where the list of the day's parcels is displayed as a menu of choices for selection. If the customer chooses not to
10 review another parcel, the NO branch of step 174 returns to the shipping menu of state 104 where other shipping operations may be selected.

 If the customer chooses to void a parcel from the shipping menu, the void branch of state 104 leads to state 180 where the list of that day's parcels is displayed as a menu of choices for selection. The parcel void menu is
15 shown by the screen display of Fig. 6M. To review a parcel for the purposes of voiding it, the customer selects a parcel by choosing the number associated with that parcel. Upon receipt of a selection, the selection branch of state 180 leads to state 182 where the confirmation screen of the parcel is displayed. The parcel confirmation screen for voiding a parcel is shown by Fig. 6N.

20 From the parcel confirmation screen at state 182, the customer may choose either to void or keep the parcel. If the customer chooses to keep the parcel, state 182 returns to the shipping menu of state 104 where other shipping operations may be selected. If the customer chooses to void the
25 parcel, state 182 leads to step 184 where the parcel shipping record is erased from the information storage device.

 Step 184 proceeds to step 186 where the customer is queried whether he or she wants to void another parcel. The screen display for step 186 is shown by Fig. 6O. If the customer chooses to void another parcel, the YES
30 branch of step 186 returns to state 180 where the list of the day's parcels is displayed as a menu of choices for selection. If the customer chooses not to void another parcel, the NO branch of step 186 returns to the shipping menu of state 104 where other shipping operations may be selected.

 After all parcels of the day have been prepared, the customer chooses End of Day from the shipping menu at state 104. The End of Day
35 branch of state 104 leads to state 190 where the parcels of the day are displayed. The display screen for state 190 is shown by Fig. 6P. To proceed, the customer selects the OK function. Upon receipt of that function, the process prints a parcel shipping summary at step 192. The parcel shipping summary is

shown by Fig. 7C. The display screen during the printing process is shown by Fig. 6Q.

Step 192 leads to step 194 where the parcel shipping records of the day are uploaded to the customer server 38 of the central computer system 34. The customer server 38 relays the shipping records to the main frame 40 to update the tracking database 46 and the billing database 48. Accordingly, the packages can thereafter be tracked. Step 194 returns to the shipping menu of state 104.

Fig. 8 is a logical flow diagram showing the process for tracking a parcel in accordance with the preferred embodiment of the present invention. Screen displays of the user process are shown by Figs. 9A-9F.

From the tracking menu at state 106, as previously discussed in connection with Fig. 4D, the customer may select to track a parcel by number, by date, or by recipient. If the track by number choice is selected from the tracking menu, the track by number branch of state 106 leads to state 200 where a screen is displayed for entering a number. The number entry screen is shown by the screen display of Fig. 9A. The customer then enters the number of the parcel that is to be tracked and selects the "OK" function. Upon receipt of that function, the OK branch of state 200 leads to step 202.

At step 202, the smart phone 14 calls the computer system 34 via telephone lines using the modem 28 of the smart phone and the modem 42 of the customer server 38. Next, at step 204, a request for tracking information is transmitted to the customer server 38. The customer server 38 relays the request to the main frame 40 via telephone lines using the modem 42 of the customer server 38 and the modem 44 of the main frame 40. The main frame 40 then accesses the tracking database 46, obtains the status of the parcel being tracked, and sends the status information to the customer server 38. The customer server 38, in turn, relays the status information to the smart phone 14. During this period the processing screen shown by Fig. 9B is displayed.

Proceeding to step 206, the status information is displayed to the customer. The parcel status screen is shown by the screen display of Fig. 9C. From the parcel status screen, as shown by Fig. 9C, the customer may determine whether the parcel has been delivered and, if so, by whom it was received and at what time.

Step 206 returns to the tracking menu at state 106. If the track by date choice is selected from the tracking menu, the track by date branch of state 106 leads to state 210 where a screen is displayed for entering a date. The date entry screen is shown by the screen display of Fig. 9D. The customer

then enters the wanted date and selects the "OK" function. Upon receipt of that function, the OK branch of state 210 leads to state 212.

At state 212, a list of parcels shipped on the entered date is displayed as a menu of choices for selection. The list of parcels menu is shown by the screen display of Fig. 9E. If a parcel to be tracked is not visible in the display, the customer may sort the list of parcels by numbers or search the list for a keyword. Steps 214-216 for sorting the list and steps 220-224 for searching the list are similar to steps 130-132 and steps 140-144 of Fig. 5, respectively. Accordingly, they will not be separately described.

From the list of parcels screen of state 212, the customer selects the parcel that is to be tracked. Upon receipt of a selection, the process leads back to step 202, where, as previously discussed in connection with Fig. 9C, the smart phone 14 accesses the central computer system 34 to obtain the tracking status of the parcel.

Returning to the tracking menu at state 106, if the track by recipient choice is selected, the recipient branch of state 106 leads to state 230 where the list of recipients is displayed as a menu of choices for selection. The list of recipients menu is shown by the screen display of Fig. 9F. If the recipient of the parcel to be tracked is not visible in the display, the customer can sort the recipient list by company or search the list for a keyword. Steps 232-234 for sorting the list and steps 240-244 for searching the list are similar to steps 130-132 and steps 140-144 of Fig. 5, respectively. Accordingly, they will not be separately described.

From the list of recipients displayed at state 230, the customer selects the recipient of the parcel that is to be tracked. Upon receipt of a selection, the process leads back to step 202, where, as previously discussed in connection with Fig. 9C, the smart phone 14 accesses the central computer system 34 to obtain the tracking status of the parcel.

Fig. 10 is a logical flow diagram showing the process for updating a recipient list in accordance with the preferred embodiment of the present invention. Screen displays of the user process are shown by Figs. 11A-11C.

From the recipient list menu at state 108, as previously discussed in connection with Fig. 4E, the customer may delete or modify the information for existing recipients, or add new recipients. If the information for a recipient needs to be updated, the customer selects the recipient from the recipient list menu. Upon selection of a recipient, the selection branch of state 108 leads to state 250 where that recipient's information is displayed in detail.

The recipient information screen is shown by the screen display of Fig. 11A. With the screen displayed, the customer can modify the recipient's information as necessary. Afterward, the customer selects the "OK" function. Upon receipt of that function, the OK branch of state 250 leads to decisional
5 step 252 where the zip code is validated.

As previously discussed in connection with Figs. 5A-5B, the zip code is validated by comparing it with the zip code database 25 to determine if the zip code is proper for the state entered therewith. If the zip code is invalid, the NO branch of decisional step 252 returns to state 250 where
10 the customer may modify the zip code and repeat the validation process. If the zip code is valid, the YES branch of decisional step 252 proceeds to step 254 where the delivery information of the new recipient is stored to the information storage device 24. Step 254 returns to state 108 where the recipient list menu is displayed and the customer may select the new recipient.

Returning to state 250 in which a recipient's information is displayed, the customer can erase that recipient by selecting the clear function. Upon receipt of that function, the clear branch of state 250 leads to step 256
15 where the recipient's information is erased. Step 256 returns to state 108 where the recipient list menu is displayed.

To add a new recipient to the list, the customer selects the new recipient function. Upon receipt of that selection, the new recipient branch of state 108 leads to state 260 where a screen is displayed for entering
20 information for a new recipient. The recipient entry screen is shown by the screen display of Fig. 11B. The customer enters information for the new recipient and then selects the "OK" function. Upon receipt of that function, the
25 OK branch of state 260 leads to step decisional 262 where the zip code is validated. Steps 262-264 for validating the zip code and storing the recipient information are similar to steps 252-254 and will thus not be separately described.

To find a wanted recipient, the customer may sort and search the recipient list from the recipient list menu. Steps 270-272 for sorting the list and steps 274-278 for searching the list are similar to steps 130-132 and steps
30 140-144 of Fig. 5, respectively. Accordingly, they will not be separately described. The screen for searching and sorting the list is shown by the screen display of Fig. 11C.
35

From the screen display of Fig. 11C, the customer may also choose to remove a recipient from the list. The remove branch of state 108 leads to state 280 where the recipient list is displayed for selection of a recipient

to remove. Upon a selection of a recipient, that recipient is erased from the information storage device 24 at step 282. Step 282 returns to state 108 where the recipient list menu is displayed.

Thus, the present invention provides an intelligent telephone
5 for preparing an electronic shipping record of a parcel. The intelligent telephone displays a parcel shipping procedure as a menu of choices for selection and stores delivery information received via the parcel shipping procedure as a shipping record. In the parcel shipping procedure, non-selectable features of
10 the parcel shipping procedure are disabled and displayed in a dimmed style to indicate the same. Upon completion of a shipping record, a label is printed for affixation to the parcel. Shipping records are transmitted to a central computer to update a tracking database and a billing database. Additionally, the intelligent telephone provides access to tracking and billing databases.

Programmers of ordinary skill in the art will be able to
15 provide software to carry out the specific functions described above. Furthermore, those skilled in the art will understand that the various steps of the present invention may include other error branches that cause the process to abort if an error condition exists in the smart phone 14. Such error branches are well known in the art and are not directly related to the present invention.
20 Accordingly, they will not be further described.

From the foregoing description of the preferred
embodiments and the several alternatives, other alternative constructions of the
present invention may suggest themselves to those skilled in the art. Therefore,
the scope of the present invention is to be limited only to the claims below and
25 the equivalents thereof.

Claims

1. A system for preparing an electronic shipping record of a parcel, comprising an intelligent telephone, including:
 - 5 (a) an input device for receiving information;
 - (b) a data transfer device for receiving and transmitting information;
 - (c) an information storage device;
 - 10 (d) a screen device for displaying information; and
 - (e) a processor coupled to said input device, said data transfer device, said information storage device, and said screen device, said processor being operative to:
 - 15 (1) store a parcel shipping procedure;
 - (2) display said parcel shipping procedure with said screen device as a menu of choices for selection;
 - (3) receive via said parcel shipping procedure delivery information relating to a parcel;
 - (4) store said delivery information as
 - 20 a shipping record of said parcel; and
 - (5) transmit said shipping record of said parcel.
2. The system as recited in Claim 1, wherein said
25 input device comprises a set of programmable keys.
3. The system as recited in Claim 1, wherein said input device is a touch sensitive device associated with said screen.
- 30 4. The system as recited in Claim 1, wherein said delivery information includes a zip code of a delivery address of said parcel and wherein said processor is further operative to validate said zip code.
- 35 5. The system as recited in Claim 1, wherein said processor is further operative to indicate non-selectable features of said parcel shipping procedure with said screen device and to disable said non-selectable features of said parcel shipping procedure.

6. The system as recited in Claim 1, wherein said processor is further operative to generate a bit map including said delivery information.

5 7. The system as recited in Claim 6, wherein said processor is further operative to print a label from said bit map, said label including said delivery information.

8. The system as recited in Claim 1, wherein said
10 delivery information includes an identification number of said parcel and wherein said processor is further operative to generate said identification number of said parcel.

9. The system as recited in Claim 1, wherein said
15 processor is further operative to display information for prompting entry of said delivery information for said parcel via said parcel shipping procedure.

10. The system as recited in Claim 1, further
20 comprising a recipient shipping list including at least one recipient and a delivery address associated with said recipient, wherein said processor is further operative to display said recipient shipping list as part of said parcel shipping procedure with said screen device.

11. The system as recited in Claim 1, further
25 comprising a central computer including a tracking database for a plurality of parcels; said data transfer device of said intelligent telephone receiving information from said central computer and transmitting information to said central computer; and said processor being operative to transmit said shipping record of said parcel to said central computer for updating said tracking
30 database.

12. The system as recited in Claim 11, wherein said
central computer further comprises a billing database for storing a billing record associated with shipping said parcel, said billing record determined from said
35 shipping record.

13. The system as recited in Claim 11, wherein said processor is further operative to transmit information to said central computer to track said parcel.

5 14. The system as recited in Claim 11, wherein said processor is further operative to transmit information to said central computer to indicate said parcel is ready for shipment.

10 15. The system as recited in Claim 11, wherein said central computer comprises

(1) a central data transfer device for transmitting information to a remote computer; and

(2) a central processor coupled to said central data transfer device;

15 said intelligent telephone processor being operative to store said delivery information as a shipping record of said parcel; and to transmit said shipping record of said parcel to said central computer for indicating said parcel is ready for shipment,

said central processor, upon receipt of said shipping record,
20 being operative to transmit information to said remote computer indicating said parcel is ready for shipment.

16. A method for preparing an electronic shipping record of a parcel, comprising:

25 (a) receiving a parcel shipping procedure;
(b) displaying on a screen of an intelligent telephone said parcel shipping procedure as a menu of choices for selection;
(c) recording via said parcel shipping procedure delivery information relating to a parcel; and
30 (d) updating a tracking database for said parcel.

17. The method as recited in Claim 16, further comprising the step of updating a billing database.

35

18. The method as recited in Claim 16, wherein said delivery information includes a zip code of a delivery address of said parcel, further comprising the step of validating said zip code.

19. The method as recited in Claim 16, further comprising the step of printing a label for affixation to said parcel, said label including said delivery information.

5

20. The method as recited in Claim 16, wherein said delivery information includes an identification number of said parcel, further comprising the step of generating said identification number of said parcel.

10

21. The method as recited in Claim 16, further comprising the step of displaying a recipient shipping list as part of said parcel shipping procedure with said screen, said recipient shipping list including at least one recipient and a delivery address associated with said recipient.

15

22. The method as recited in Claim 16, further comprising the step of transmitting information to a central computer to indicate said parcel is ready for shipment.

23. A user interface for preparing an electronic shipping record of a parcel in conjunction with an intelligent telephone, comprising:

- 20
- (1) a series of sequential screens for displaying a parcel shipping procedure as a menu of choices for selection;
- 25
- (2) means for receiving via said parcel shipping procedure delivery information relating to a parcel, said delivery information including a zip code of a delivery address of said parcel;
- (3) means for validating said zip code;
- (4) means for disabling non-selectable features of said parcel shipping procedure;
- 30
- (5) means for indicating said non-selectable features of said parcel shipping procedure;
- (6) means for printing a label for affixation to said parcel, said label including said delivery information;
- (7) means for storing said delivery
- 35
- information as a shipping record of said parcel; and
- (8) means for transmitting said shipping record of said parcel.

23

24. The user interface as recited in Claim 23, further comprising means for generating an identification number for said parcel.

5 25. The user interface as recited in Claim 23, further comprising means for displaying information for prompting entry of said delivery information for said parcel via said parcel shipping procedure.

10 26. The user interface as recited in Claim 23, further comprising means for indicating to a central computer that said parcel is ready for shipment.

15 27. The user interface as recited in Claim 23, further comprising means for displaying a recipient shipping list including at least one recipient and a delivery address associated with said recipient as part of said parcel shipping procedure.

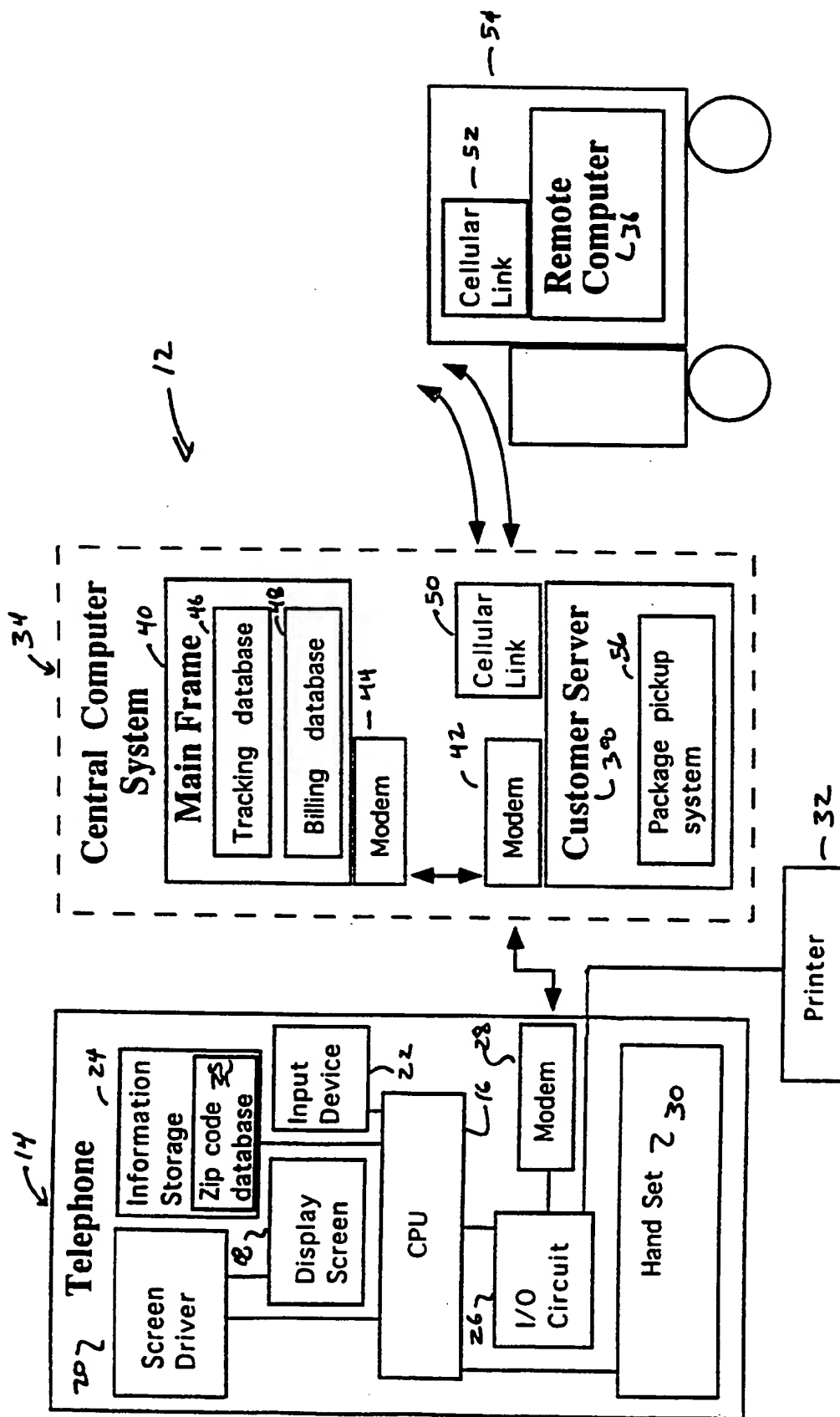


Figure 1

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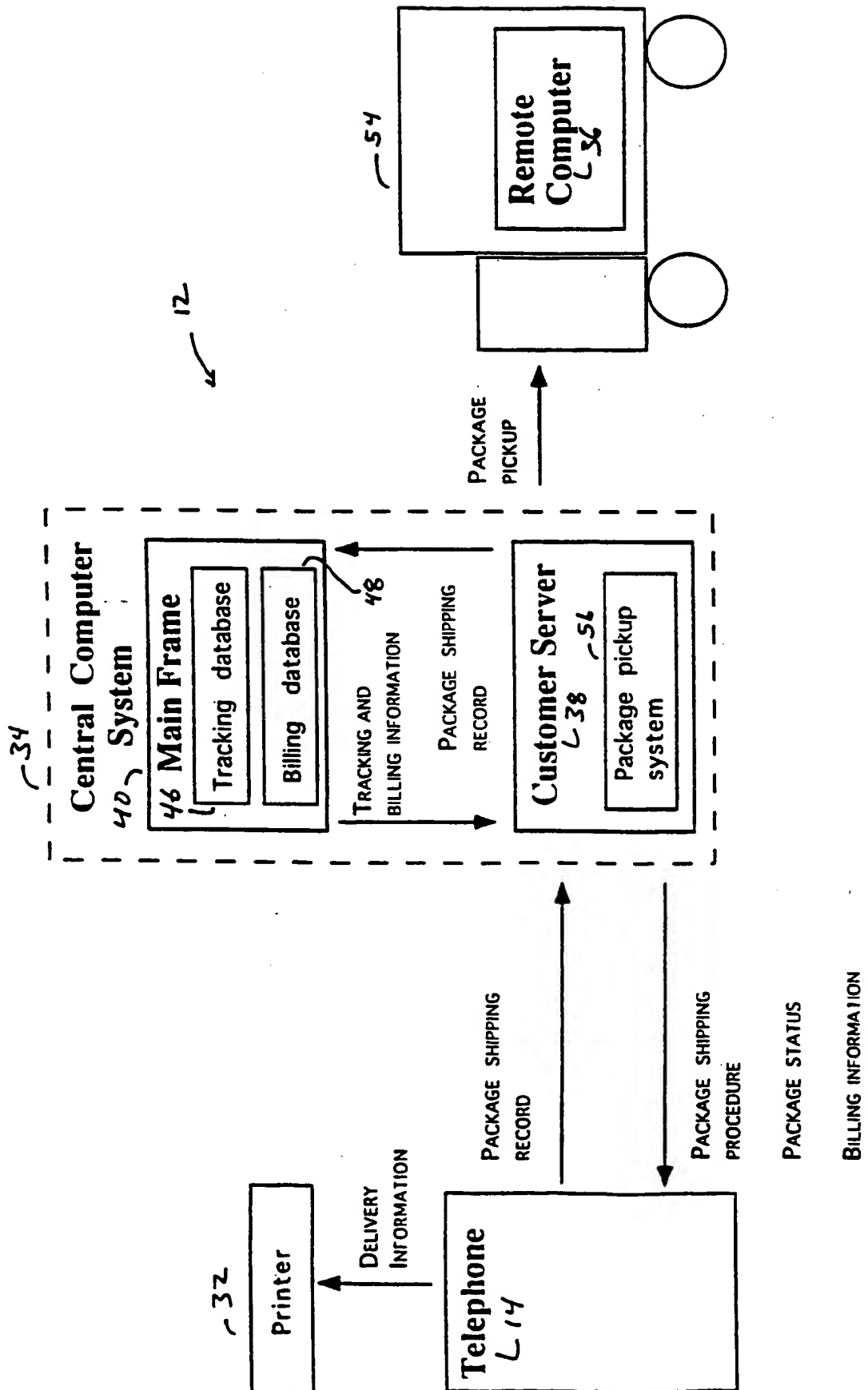
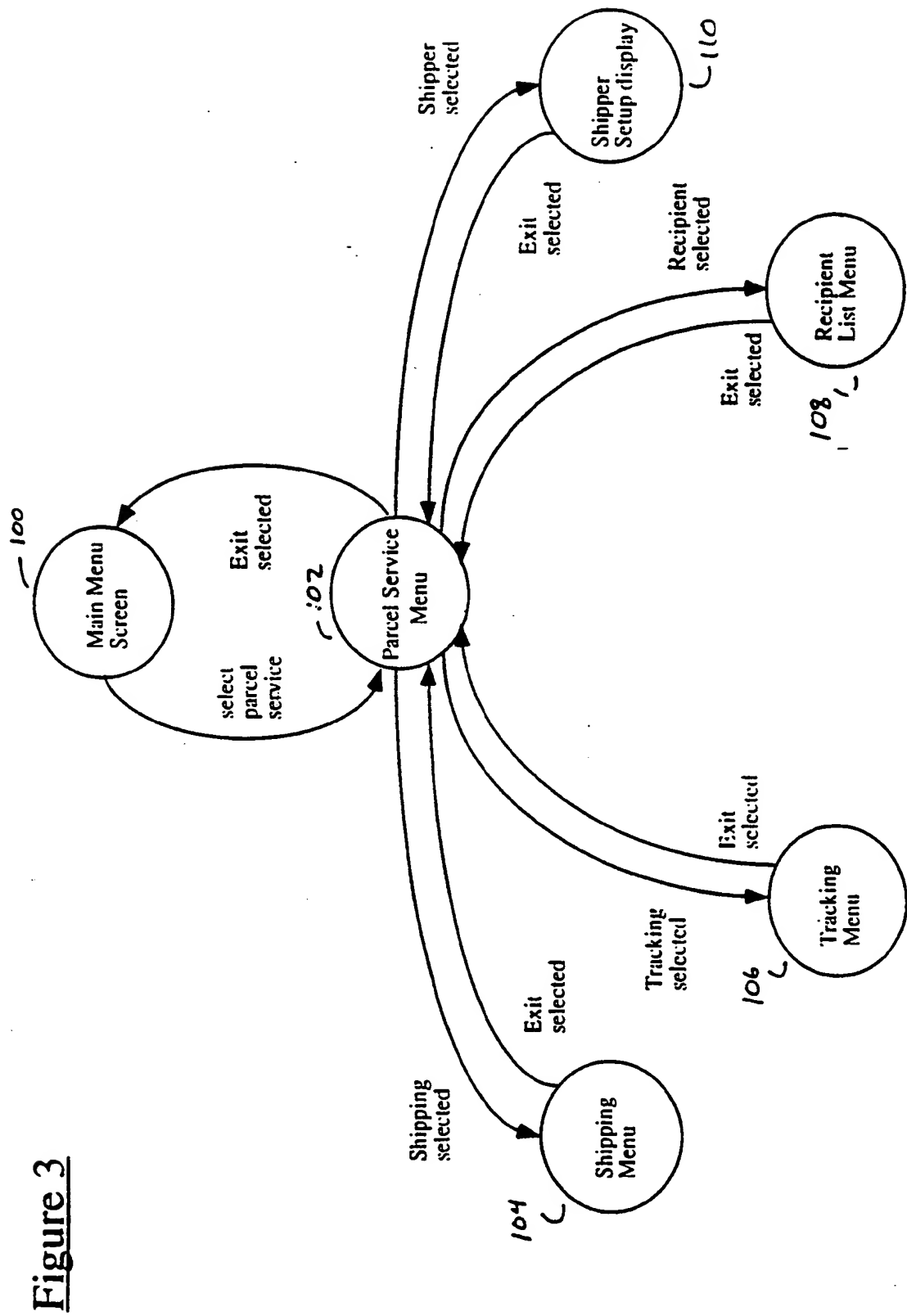


Figure 2

3/25




MAIN MENU				
Screen Phone				
	1	Quick Dial		
93	2	Phone List		
↳	3	Group List		
	4	Call Log		
	5	Phone Settings		
	6	Consumer agents' Network		
	8	UPS Services		
95				? Help
	Off			

Figure 4A


United Parcel Service				
Teleship				
Please make a selection.				
	1	Shipping		
	2	Tracking		
	3	Recipient list setup		
	4	Shipper setup		
				? Help
	Exit			

Figure 4B

5/25


United Parcel Service				
Shipping				
Which shipping option do you want?				
1	Prepare a package			
2	Review packages			
3	Void a package			
4	Start end of day processing			
 Exit				? Help

Figure 4C


United Parcel Service				
Tracking				
Which tracking option do you want?				
1	By tracking number			
2	By shipping date			
3	By recipient name			
 Exit				? Help

Figure 4D

6/25





United Parcel Service				
Recipient				
Which recipient would you like to review?				
1	Al Applewood (Customer service)			
2	Al Goodwall (Legal)			
3	Brian Jefferson (Operations)			
4	Bob Knight (Public Affairs)			
5	Tom Knight (Legal)			
6	Doug Smith (Operations)			
7	Allen Smith (Legal)			
		New 	Other 	? Help
Exit	Go Back	New Recipient	Options	

Figure 4E




United Parcel Service				
Shipper Information				
Shipper ID	432 445			
Contact	Bill Hanks			
Company	XYZ Corporation			
Street	1 Peachtree St. S.W.			
	50th Floor			
City	Atlanta			
State	GA			
Zip Code	30000			
Telephone	(404) 555-1212			
				? Help
Exit		OK	Clear	

Figure 4F

7/25

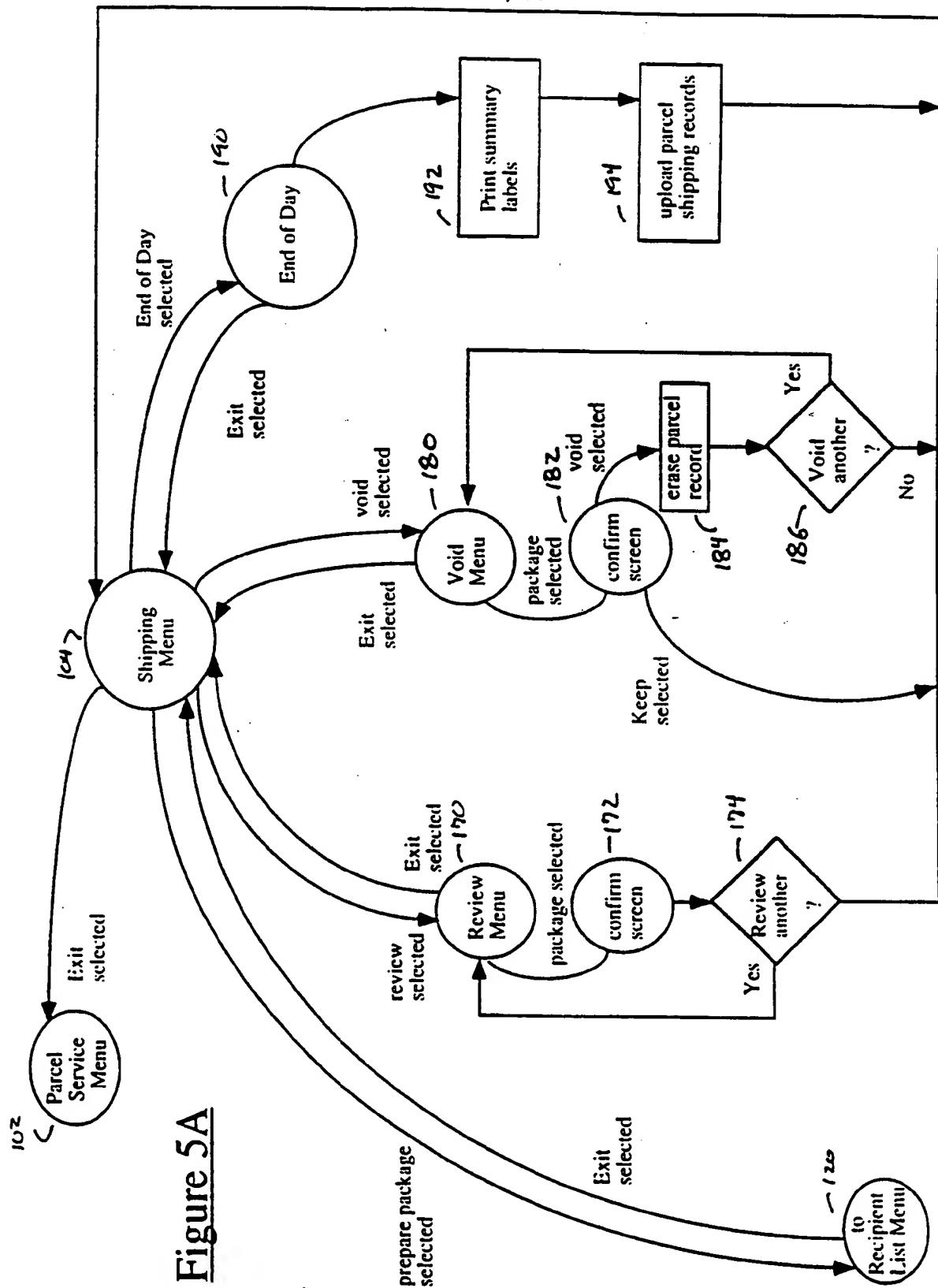


Figure 5A

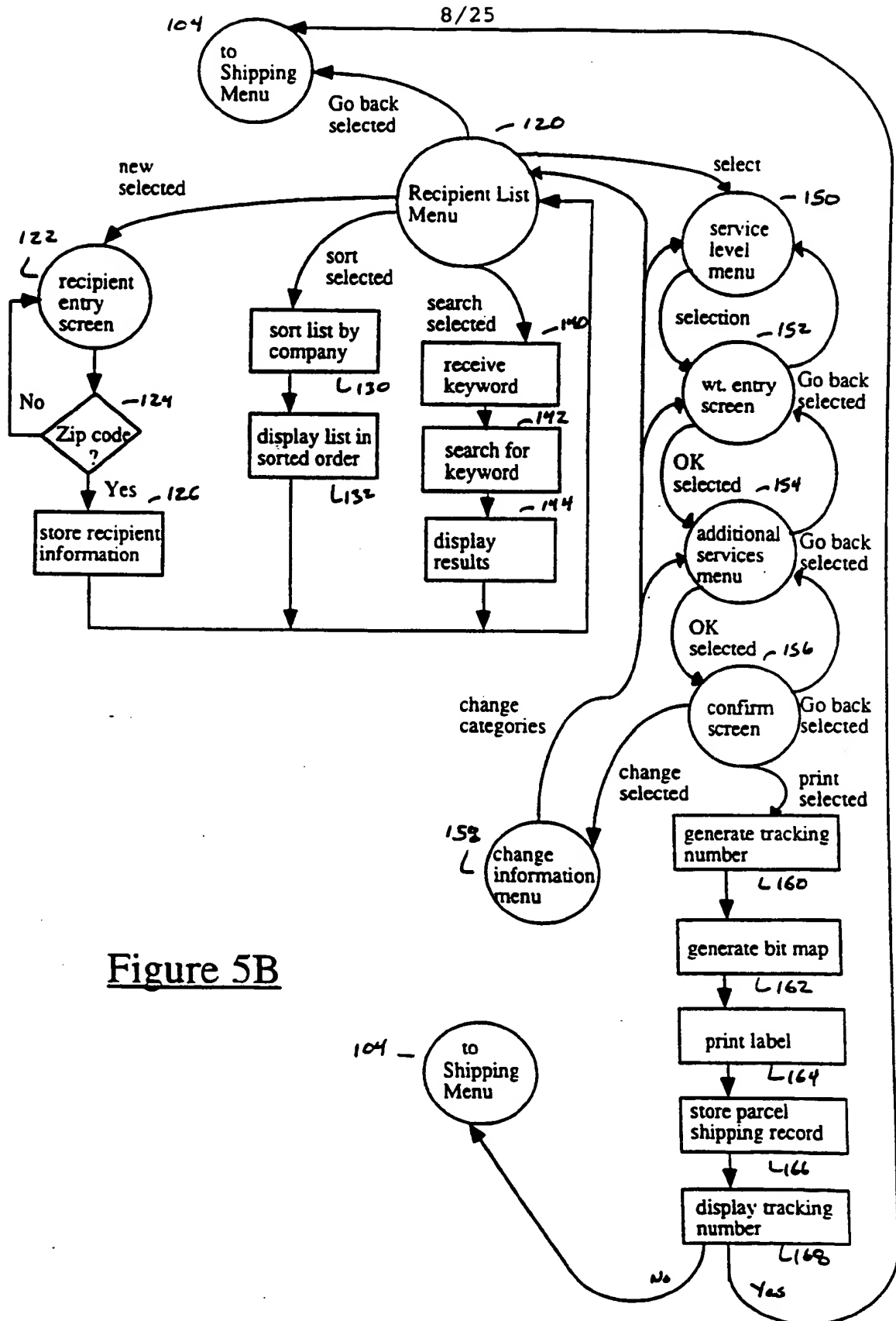


Figure 5B

9/25





United Parcel Service				
Recipient				
Please select the recipient you want.				
1	Al Applewood (Customer service)			
2	Al Goodwall (Legal)			
3	Brian Jefferson (Operations)			
4	Bob Knight (Public Affairs)			
5	Tom Knight (Legal)			
6	Doug Smith (Operations)			
7	Allen Smith (Legal)			
 Exit	 Go Back	New  Recipient	Other  Options	? Help

Figure 6A




United Parcel Service				
Recipient Information				
<p style="text-align: center;">Name</p> <p style="text-align: center;">Company</p> <p style="text-align: center;">Street</p> <p style="text-align: center;">City</p> <p style="text-align: center;">State</p> <p style="text-align: center;">Zip Code</p> <p style="text-align: center;">Residential</p>				
 Exit	 Go Back	 OK	Clear	? Help

Figure 6B

10/25



United Parcel Service				
Recipient List				
<div>1 Sort list by company name</div> <div>2 Search the list by keyword</div>				
 Exit	 Go Back			? Help

Figure 6C


United Parcel Service				
Service Level				
Please select the service level.				
<div>1 Next Day Air</div> <div>2 2nd Day Air</div> <div>3 3 Day Air</div> <div>4 GroundTrack</div> <div>5 Ground</div>				
 Exit				? Help

Figure 6D

11/25





United Parcel Service				
<p align="center">Package Weight</p> <p>Please enter the weight of the package round to the nearest pound (or just enter zero for a letter).</p> <p><input type="text"/> Actual Weight</p> <p><input type="text"/> Dimensional Wt., if applicable</p>				
 Exit	 Go Back	 OK		 Help

Figure 6E





United Parcel Service				
<p align="center">Additional Services</p> <p>Please select the service level.</p> <ul style="list-style-type: none"><input type="checkbox"/> 1 Declared Value<input type="checkbox"/> 2 C.O.P.<input type="checkbox"/> 3 Call Tag<input type="checkbox"/> 4 Additional Handling<input type="checkbox"/> 5 Delivery Confirmation<input type="checkbox"/> 6 Hazardous Materials<input type="checkbox"/> 7 Saturday Delivery				
 Exit	 Go Back	 OK		 Help

Figure 6F

12/25


United Parcel Service				
Package Information				
UPS Customer Service (Al Applewood) 2320 Washington St., Suite 110 Ontario, CA 91764 Next Day Air (1 lbs)				
 Exit		Print Label <input checked="" type="checkbox"/>	Make a <input checked="" type="checkbox"/> Change	? Help

Figure 6G



United Parcel Service												
Package Information												
What do you want to change?												
<table border="0"><tr><td><input type="checkbox"/> 1</td><td>Recipient information</td></tr><tr><td><input type="checkbox"/> 2</td><td>Level of Service</td></tr><tr><td><input type="checkbox"/> 3</td><td>Package Weight</td></tr><tr><td><input type="checkbox"/> 4</td><td>Additional Services</td></tr></table>					<input type="checkbox"/> 1	Recipient information	<input type="checkbox"/> 2	Level of Service	<input type="checkbox"/> 3	Package Weight	<input type="checkbox"/> 4	Additional Services
<input type="checkbox"/> 1	Recipient information											
<input type="checkbox"/> 2	Level of Service											
<input type="checkbox"/> 3	Package Weight											
<input type="checkbox"/> 4	Additional Services											
 Exit	 Go Back			? Help								

Figure 6H

13/25

United Parcel Service				
Package Information				
Tracking Number is 4Z12987459875				
Do you want to ship another package?				
		Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>	

Figure 6I





United Parcel Service				
Review Packages				
Here's the package list for today. Please select the one to review.				
<input type="checkbox"/> 1	UPS Customer Service	4Z12987459875		
<input type="checkbox"/> 2	UPS Legal	4Z45543485378		
 Exit	 Go Back	 OK		 Help

Figure 6I

14/25



United Parcel Service				
Package Information				
UPS Customer Service (Al Applewood) 2320 Washington St., Suite 110 Ontario, CA 91764 Next Day Air (1 lbs)				
 Exit		 OK		

Figure 6K


United Parcel Service				
Package Review				
Do you want do review other packages?				
	 Go Back	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>	

Figure 6L





United Parcel Service				
Package Information				
Here's the package list for today. Please select the one to void.				
<input type="checkbox"/>	1	UPS Customer Service	4Z12987459875	
<input type="checkbox"/>	2	UPS Legal	4Z45543485378	
				
Exit	Go Back	OK		Help

Figure 6M




United Parcel Service				
Package Information				
UPS Customer Service (Al Applewood) 2320 Washington St., Suite 110 Ontario, CA 91764				
Next Day Air (1 lbs)				
				
Exit	Go Back	Keep	Void Package	Help

Figure 6N

16/25


United Parcel Service				
Void Packages				
This package has been voided. Do you want to void another package?				
UPS Customer Service (Al Applewood) 2320 Washington St., Suite 110 Ontario, CA 91764 Next Day Air (1 lbs)				
 Exit		Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>	

Figure 6O





United Parcel Service										
End of Day										
Here's the package list for today.										
<table><tr><td>1</td><td>UPS Customer Service</td><td>4Z12987459875</td></tr><tr><td>2</td><td>UPS Legal</td><td>4Z45543485378</td></tr></table>					1	UPS Customer Service	4Z12987459875	2	UPS Legal	4Z45543485378
1	UPS Customer Service	4Z12987459875								
2	UPS Legal	4Z45543485378								
 Exit	 Go Back	 OK		? Help						

Figure 6P

17/25

United Parcel Service				
End of Day				
Thank you for using UPS Teleship.				
Please wait while your summary labels are printing.				

Figure 6Q

		Daily Summary Indianapolis Corporation (432455)		No. 875000000 05/09/01	
Initial Packages	4	Initial Unshrinked Packages	0	Total Weight	37 lbs.
Next Day Air	2	2 Day Air	1	Call Tag	0
Ground Trnc	0	COD	0	E.V Units	7

	100's	50's	25's	10's	5's	1's
1. 100% S-1, 1 million lbs. (100 Bales) 750 lb. balanced 1 sample 1000, Sulfur 100 10/17/40-05-11/12 10/14/40						1000
2. 100% S-1, 1 million lbs. (100 Bales) 750 lb. balanced 1 sample 1000, Sulfur 100 10/17/40-05-11/12 10/14/40						1000
3. 100% S-1, 1 million lbs. (100 Bales) 750 lb. balanced 1 sample 1000, Sulfur 100 10/17/40-05-11/12 10/14/40						1000
4. 100% S-1, 1 million lbs. (100 Bales) 750 lb. balanced 1 sample 1000, Sulfur 100 10/17/40-05-11/12 10/14/40						1000
5. 100% S-1, 1 million lbs. (100 Bales) 750 lb. balanced 1 sample 1000, Sulfur 100 10/17/40-05-11/12 10/14/40						1000
6. 100% S-1, 1 million lbs. (100 Bales) 750 lb. balanced 1 sample 1000, Sulfur 100 10/17/40-05-11/12 10/14/40						1000


Figure 7C

UNITED PARCEL SERVICE R&D
51-53 KENOSIA AVENUE
DANBURY CT 06810
Attn: BILL FAUNCE

SHIP TO: JOHN SMITH
ABC COMPANY
123 MAIN
2nd FLOOR
SALT LAKE CITY UT 84170

Figure 7A

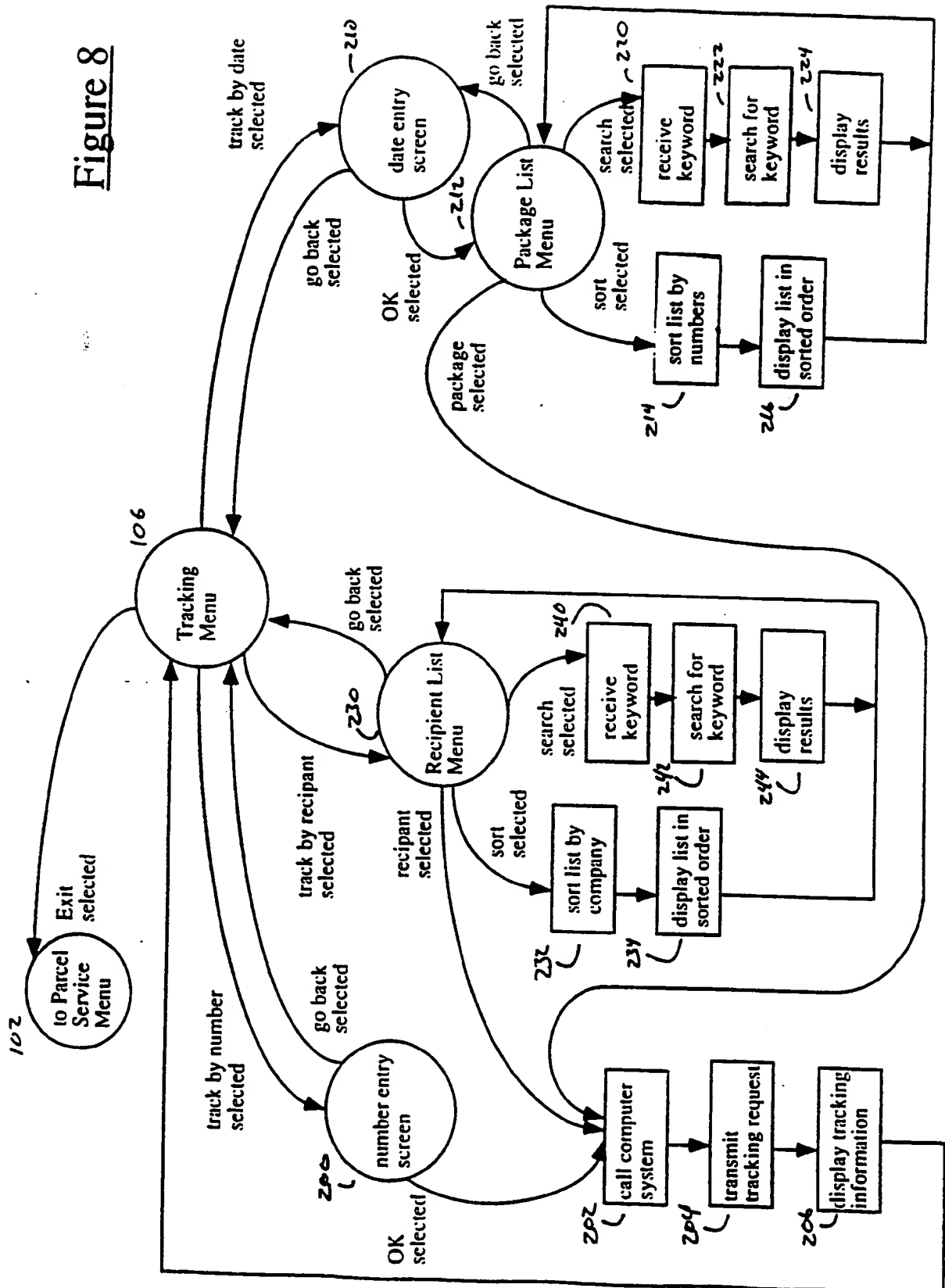
UPS GROUNDTRAC
TRACKING NUMBER



1Z X12 345 01 1234 5606

Figure 7B

Figure 8







United Parcel Service				
Track By Number				
Please enter the tracking number.				
<div style="background-color: black; width: 200px; height: 20px; margin: 0 auto;"></div>				
 Exit	 Go Back	 OK		 Help

Figure 9A

United Parcel Service				
Just a moment please				

Figure 9B

21/25

United Parcel Service				
Total Track				
Tracking Number: 302598357035598333				
Service Level: Next Day Air				
Current Status: Delivered				
Status Detail: Delivery Date: 02/01/94				
Delivery Time: 10:20 AM				
Received By: S. Smith				
 Exit		 OK		? Help

Figure 9C




United Parcel Service				
Track By Date				
Please enter the shipping date for the package you're tracking.				
■ 05/09/95				
 Exit	 Go Back	 OK	Clear	? Help

Figure 9D



United Parcel Service				
Track By Date				
Please select from the list of packages scheduled on 05/09/95.				
<input type="checkbox"/> 1	UPS Customer Service	4Z12987459875		
<input type="checkbox"/> 2	UPS Legal	4Z45543485378		
		Sort by Numbers	Search	? Help
Exit	Go Back			

Figure 9E



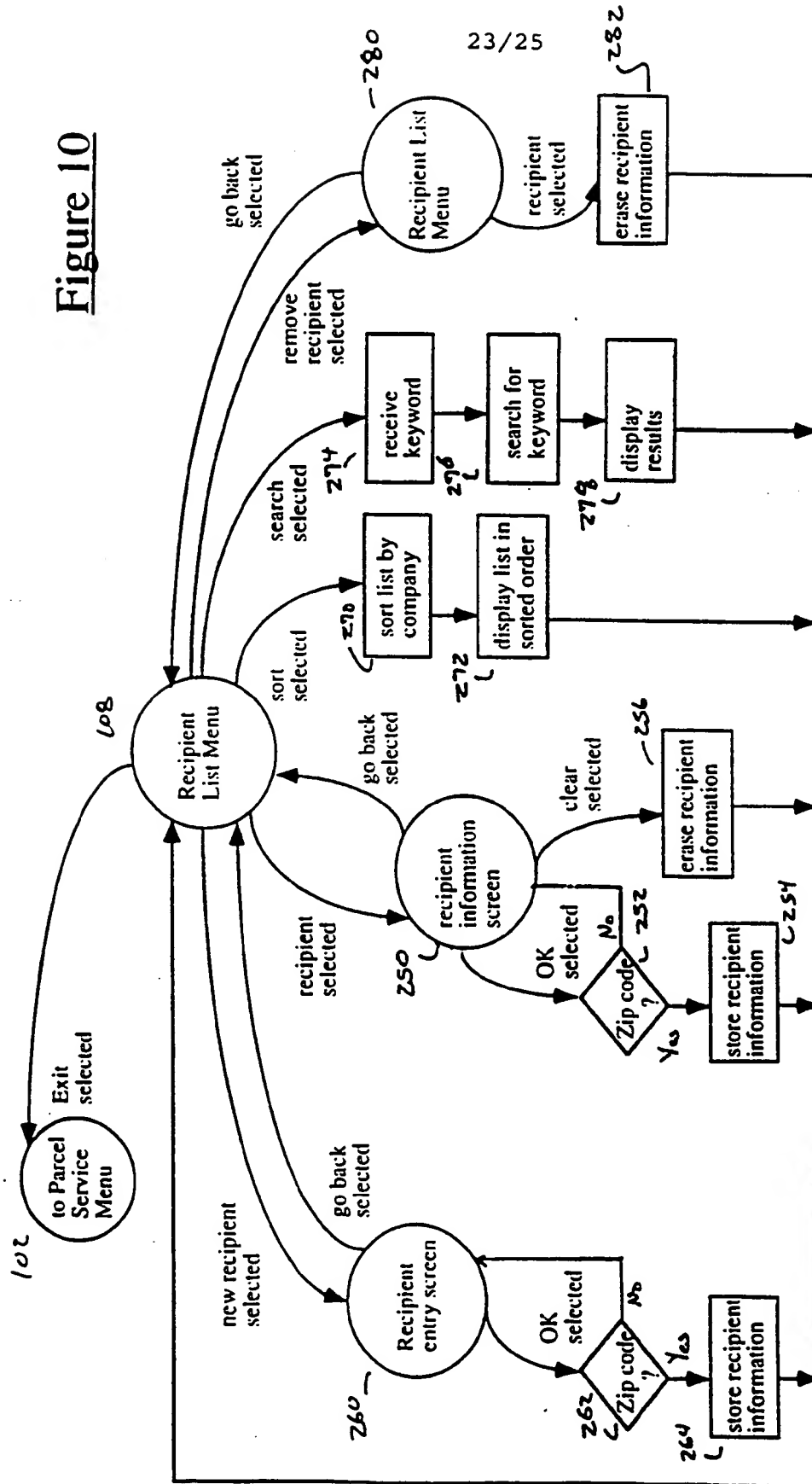
United Parcel Service				
Track By Recipient				
Please select the one you want.				
<input type="checkbox"/> 1	Al Applewood (Customer service)			
<input type="checkbox"/> 2	Al Goodwall (Legal)			
<input type="checkbox"/> 3	Brian Jefferson (Operations)			
<input type="checkbox"/> 4	Bob Knight (Public Affairs)			
<input type="checkbox"/> 5	Tom Knight (Legal)			
<input type="checkbox"/> 6	Doug Smith (Operations)			
<input type="checkbox"/> 7	Allen Smith (Legal)			
		Sort by Company	Search	? Help
Exit	Go Back			

Figure 9F

Figure 10




United Parcel Service				
Recipient				
Name	Al Applewood			
Company	UPS Customer Service			
Street	2320 Washington St. Suite 110			
City	Ontario			
State	CA			
Zip Code	91764			
Residential	No			
 Exit	 Go Back	 OK	Clear	? Help

Figure 11A




United Parcel Service				
Recipient Information				
Name				
Company				
Street				
City				
State				
Zip Code				
Residential				
 Exit	 Go Back	 OK	Clear	? Help

Figure 11B




United Parcel Service				
Recipient List				
<div>1 Sort list by company name</div> <div>2 Search the list by keyword</div> <div>3 Remove a recipient from the list</div>				
 Exit	 Go Back			 Help

Figure 11C

INTERNATIONAL SEARCH REPORT

Int. .onal Application No

PCT/US 96/08467

CLASSIFICATION OF SUBJECT MATTER
IPC 6 G06F17/60

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
IPC 6 G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US,A,5 222 018 (SHARPE MUREM S ET AL) 22 June 1993 see abstract see column 4, line 49 - column 6, line 5; claims 1,13; figures 1-4 ---	1,16,23
X	US,A,5 168 444 (CUKOR PETER M ET AL) 1 December 1992 see column 5, line 22 - column 9, line 16; claims 1-9; figure 1 ---	1,16,23
A	US,A,5 040 132 (SCHURICHT JURGEN ET AL) 13 August 1991 see abstract; claims 1,9; figure 1 --- -/--	1,16,23

☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

* Special categories of cited documents :

- *A* document defining the general state of the art which is not considered to be of particular relevance
- *E* earlier document but published on or after the international filing date
- *L* document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)
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Date of the actual completion of the international search

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Date of mailing of the international search report

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Name and mailing address of the ISA

European Patent Office, P.B. 5818 Patentlaan 2
NL - 2280 HV Rijswijk
Tel. (+ 31-70) 340-2040, Tx. 31 651 epo nl,
Fax: (+ 31-70) 340-3016

Authorized officer

Suendermann, R

INTERNATIONAL SEARCH REPORT

Int. Application No

PCT/US 96/08467

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